



























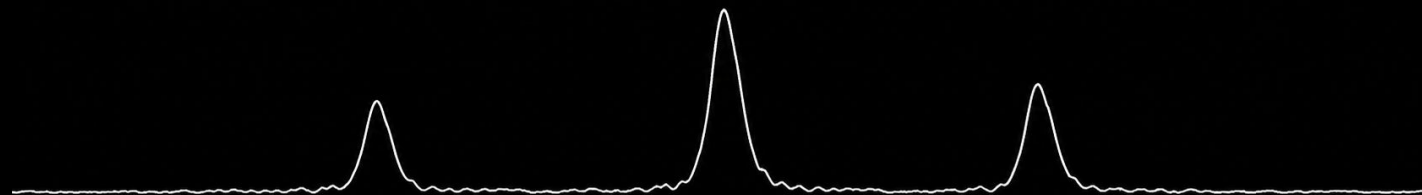
Agentic Triage for Tackling Technical Debt



Sam Edwards @sjoedwards



Time	Status	Host	Request	Messages
⊗ MAY 17 16:30:59.15	GET 504	prod-store.playground-	 /api/products	Vercel Runtime Timeout Error: Task timed out after 10 seconds
⊗ MAY 17 16:30:48.71	GET 504	prod-store.playground-	 /api/products	Vercel Runtime Timeout Error: Task timed out after 10 seconds
⊗ MAY 17 16:30:38.38	GET 504	prod-store.playground-	 /api/products	Vercel Runtime Timeout Error: Task timed out after 10 seconds
⊗ MAY 17 16:30:37.25	POST 500	prod-store.playground-	 /api/guest-orders	Error: Failed to complete order 717d2dc6-fed6-4bb0-b2d5-83cf1d203976 at w (.next/server/chunks/[root-of-th
⊗ MAY 17 16:30:35.87	GET 500	prod-store.playground-	 /api/health	Error: Health check failed. at w (.next/server/chunks/[root-of-the-server]_0cdfnc2...js:1:1563) at async
⊗ MAY 17 16:30:35.12	GET 500	prod-store.playground-	 /api/edge	Error: REVALIDATION_SECRET is not set at (index.js:230:39659) at (index.js:230:14050) at (index.js:230:186
⊗ MAY 17 16:30:34.64	POST 500	prod-store.playground-	 /api/orders	Error: Product not found: prod-3f4a1c at w (.next/server/chunks/[root-of-the-server]_0-tv52r...js:1:1423)
⊗ MAY 17 16:30:33.48	GET 500	prod-store.playground-	 /api/search	Search failed.
⊗ MAY 17 16:30:32.73	POST 500	prod-store.playground-	 /api/cart	TypeError: Cannot read properties of undefined (reading 'items') at m (.next/server/chunks/[root-of-the-se
⊗ MAY 17 16:30:31.01	POST 500	prod-store.playground-	 /api/checkout	Error: Invalid order total: -99984 at g (.next/server/chunks/[root-of-the-server]_0wbxlya...js:1:1599) at
⊗ MAY 17 16:30:30.92	POST 500	prod-store.playground-	 /api/checkout	Error: Invalid order total: -99984 at g (.next/server/chunks/[root-of-the-server]_0wbxlya...js:1:1599) at
⊗ MAY 17 16:21:05.91	GET 500	prod-store.playground-	 /api/products	Error: Failed to fetch products: 401 at g (.next/server/chunks/[root-of-the-server]_0y3xbvy...js:1:1499)
⊗ MAY 17 16:21:05.73	GET 500	prod-store.playground-	 /api/products	Error: Failed to fetch products: 401 at g (.next/server/chunks/[root-of-the-server]_0y3xbvy...js:1:1499)
⊗ MAY 17 16:21:05.10	GET 500	prod-store.playground-	 /api/products	Error: Failed to fetch products: 401 at g (.next/server/chunks/[root-of-the-server]_0y3xbvy...js:1:1499)
⊗ MAY 17 16:21:04.49	POST 500	prod-store.playground-	 /api/guest-orders	Error: Failed to complete order 981e5e62-b1dc-4238-900f-dca5a4a14bcb at w (.next/server/chunks/[root-of-th
⊗ MAY 17 16:21:03.42	GET 500	prod-store.playground-	 /api/health	Error: Health check failed. at w (.next/server/chunks/[root-of-the-server]_0cdfnc2...js:1:1489) at async
⊗ MAY 17 16:21:02.51	GET 500	prod-store.playground-	 /api/edge	Error: REVALIDATION_SECRET is not set at (index.js:230:39659) at (index.js:230:14050) at (index.js:230:186
⊗ MAY 17 16:21:02.00	POST 500	prod-store.playground-	 /api/orders	Error: Product not found: prod-3f4a1c at w (.next/server/chunks/[root-of-the-server]_0-tv52r...js:1:1423)
⊗ MAY 17 16:21:01.31	GET 500	prod-store.playground-	 /api/search	Search failed.
⊗ MAY 17 16:21:00.57	POST 500	prod-store.playground-	 /api/cart	TypeError: Cannot read properties of undefined (reading 'items') at m (.next/server/chunks/[root-of-the-se
⊗ MAY 17 16:20:58.98	POST 500	prod-store.playground-	 /api/checkout	Error: Invalid order total: -99984 at g (.next/server/chunks/[root-of-the-server]_0wbxlya...js:1:1525) at
⊗ MAY 17 16:20:58.92	POST 500	prod-store.playground-	 /api/checkout	Error: Invalid order total: -99984 at g (.next/server/chunks/[root-of-the-server]_0wbxlya...js:1:1525) at
⊗ MAY 17 16:08:29.25	GET 500	prod-store.playground-	 /api/products	Error: Failed to fetch products: 401 at g (.next/server/chunks/[root-of-the-server]_0y3xbvy...js:1:1499)
⊗ MAY 17 16:08:29.08	GET 500	prod-store.playground-	 /api/products	Error: Failed to fetch products: 401 at g (.next/server/chunks/[root-of-the-server]_0y3xbvy...js:1:1499)



Friday 14:00 – 15:00

Error Backlog Review

Fortnightly triage of the error backlog. Come prepared with your top items scored and ready to discuss.



You & 5 others

6 people



On your Google Calendar

Engineering · Recurring every 2 weeks

RSVP

Yes

No

Maybe



Top Errors by Number of Occurrences

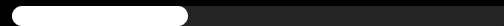
ERROR MESSAGE

WEEKLY OCCURRENCES

Console Error thrown by Third Party Tool



Discount code not applying on mobile Safari



Build error: CMS Call Rate Limit Hit



Add To Cart Latency High for >5 Items



Missing Aria Attribute on Purchase Button



Top Errors by Number of Occurrences

ERROR MESSAGE

WEEKLY OCCURRENCES

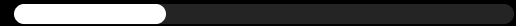
Console Error thrown by Third Party Tool



Discount code not applying on mobile Safari



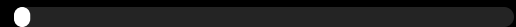
Build error: CMS Call Rate Limit Hit



Add To Cart Latency High for >5 Items



Missing Aria Attribute on Purchase Button



(R × I × C)

REACH

IMPACT

CONFIDENCE

E

EFFORT



Missing Aria Attribute on Purchase Button

REACH	1/10	Hardly any weekly instances
IMPACT	10/10	Converting blocker for affected users & legal exposure
CONFIDENCE	9/10	Reproducible on every major screen reader
EFFORT	1/10	Button missing one HTML attribute

90

RICE Score



Console Error thrown by Third Party Tool






REACH	10/10	<10000 Weekly Instances - very, very noisy
IMPACT	1/10	Not customer impacting at all, affects no journeys or paths
CONFIDENCE	9/10	Clear from the logs where and why this is being thrown
EFFORT	6/10	Difficult to fix as error is thrown by a third party tool

15


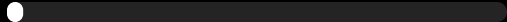

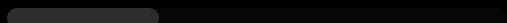

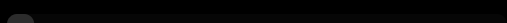
RICE Score



Top Errors by RICE Score

ERROR MESSAGE	RICE SCORE	WEEKLY OCCURRENCES
→ Missing Aria Attribute on Purchase Button	90	
Discount code not applying on mobile Safari	84	
Build error: CMS Call Rate Limit Hit	69	
Add To Cart Latency High for >5 Items	21	
Console Error thrown by Third Party Tool	15	

Top Errors by RICE Score

ERROR MESSAGE	RICE SCORE	WEEKLY OCCURRENCES
 Missing Aria Attribute on Purchase Button	90	
Discount code not applying on mobile Safari	84	
Build error: CMS Call Rate Limit Hit	69	
Console Error thrown by Third Party Tool	45	
Add To Cart Latency High for >5 Items	21	

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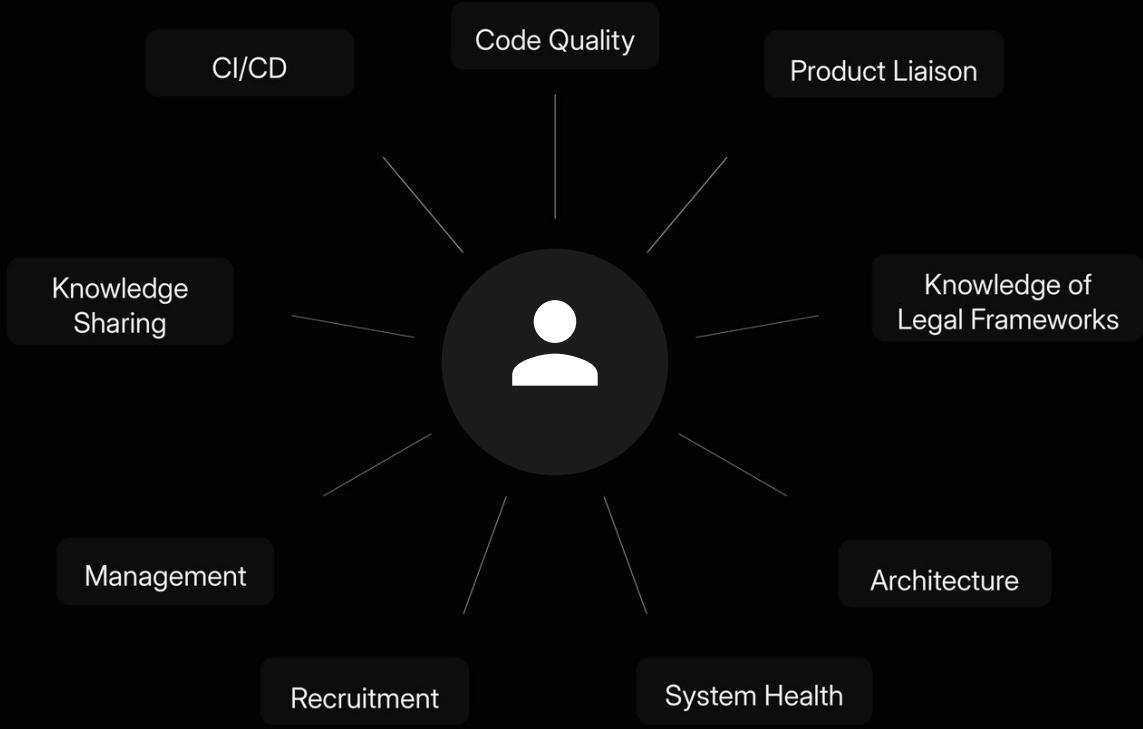
RSVP

Yes

No

Maybe





Missing Aria Attribute on Button

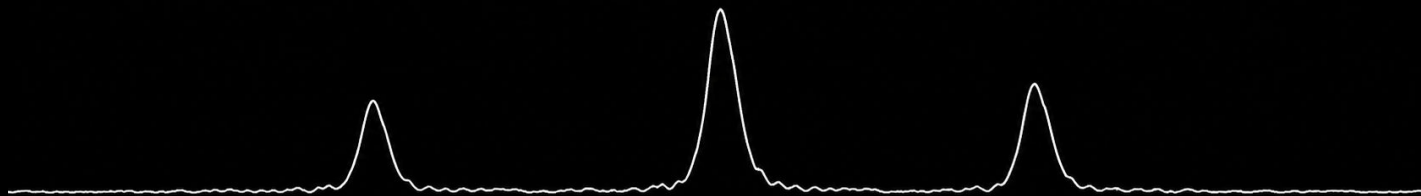
TODO need to find root cause

Reach	Can't be many - like 5 in a week?	1
Impact	Just an aria button - might be important but likely can wait	2
Confidence	Haven't really had time to look into it - low confidence 30%	3
Effort	Aria label - 30 minutes	1
RICE SCORE		6



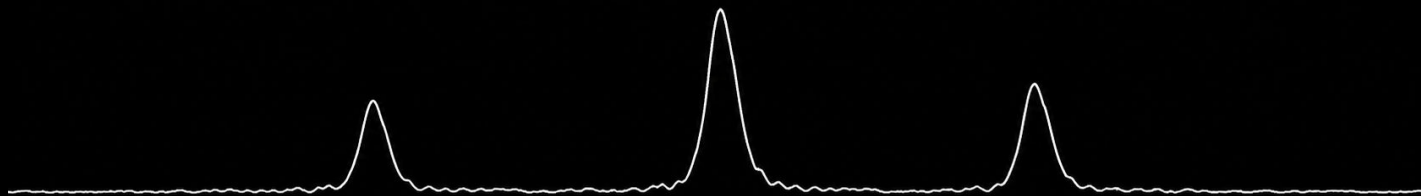


Unseen Work, Time and Effort





Agentic.. something?



**We have Agents at
home now**

Context Windows have Exploded

Agents have Become Better Connected

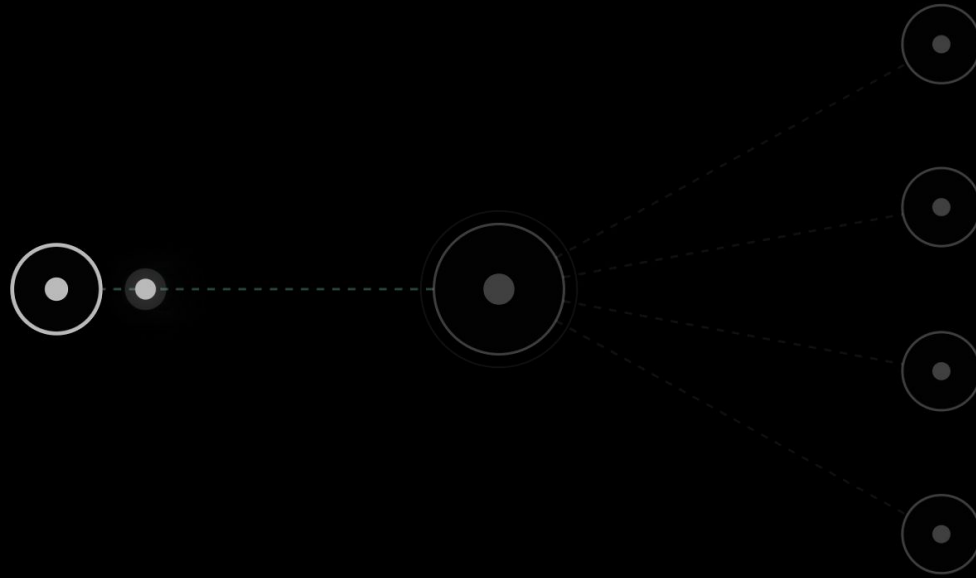
Stronger Agentic Primitives





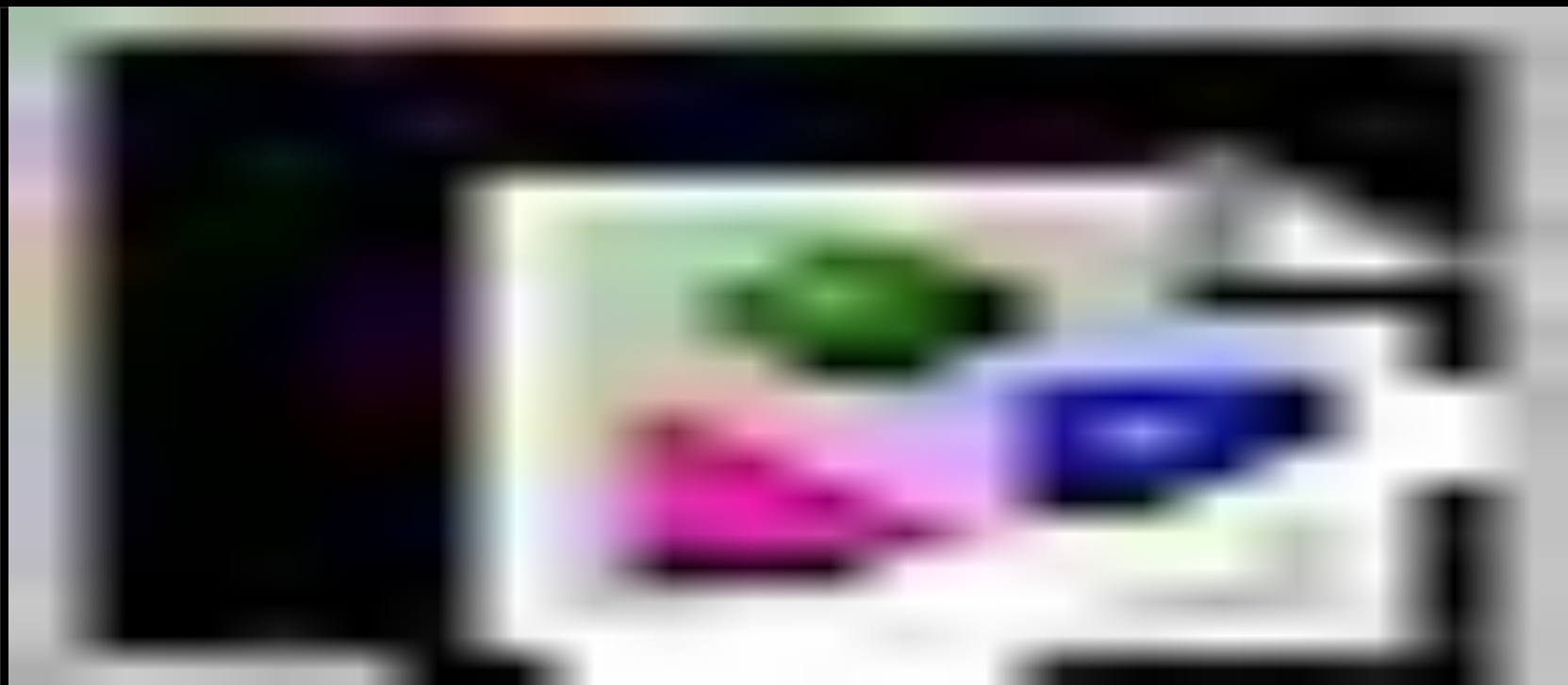
Workflows





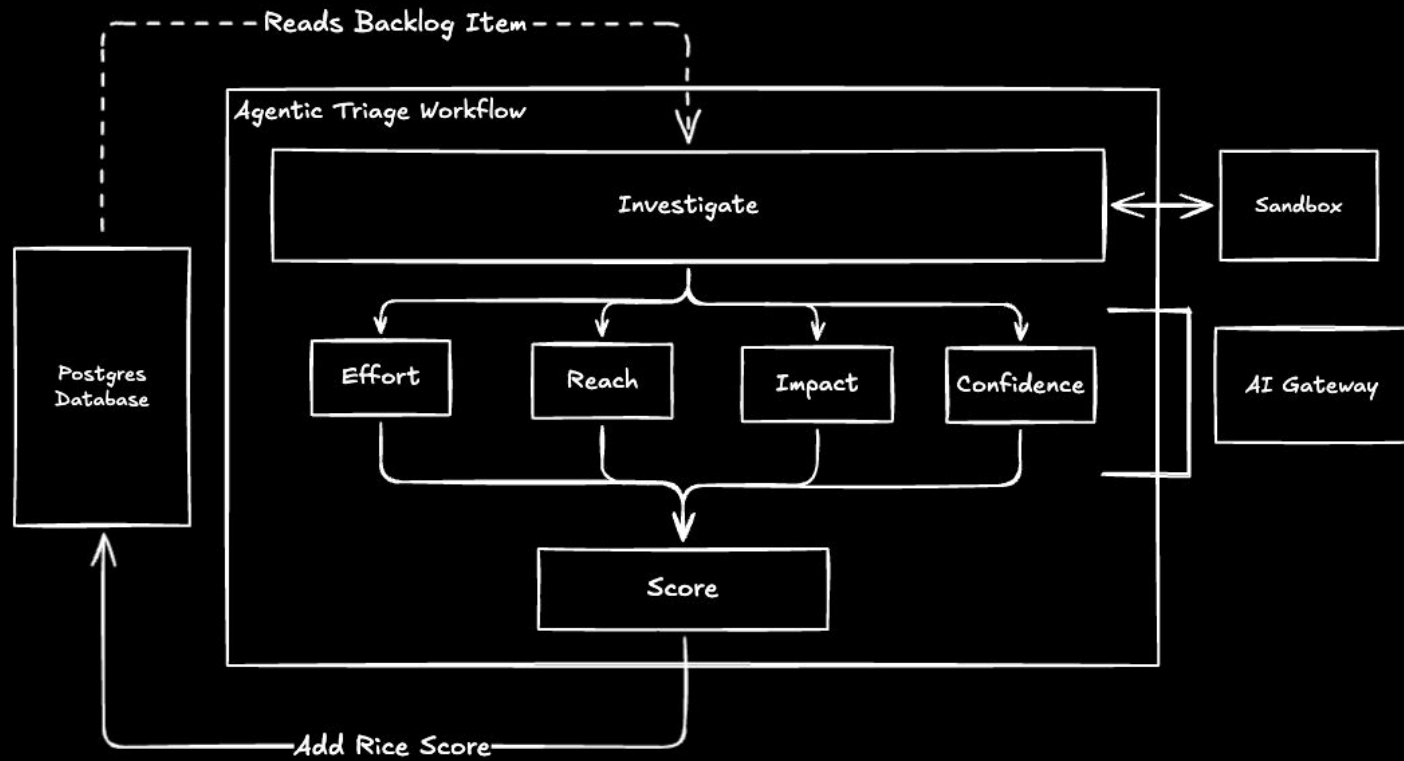
AI Gateways





Sandboxes





Error Backlog

2 untriaged

Collect Errors



API Products Endpoint Timeout - 504 Error

/api/products · 150 occurrences

Investigate →



JSON Parse Error in Orders API

/api/orders · 50 occurrences

Investigate →

Triaged

6 scored · ranked by RICE

400.00

Checkout API: Negative Order Total Calculation Error

/api/checkout · 50 occurrences

high confidence

run ▶

View →

400.00

Orders API: Missing Product Reference Error

/api/orders · 50 occurrences

high confidence

run ▶

View →

240.00

Edge API JSON Parsing Failure

/api/edge · 50 occurrences

high confidence

run ▶

View →

60.00

API Search Service Experiencing Critical Failures

/api/search · 50 occurrences

low confidence

run ▶

View →

48.00

Health Check Endpoint Returning Server Error

/api/health · 50 occurrences

medium confidence

run ▶

View →

40.00

Cart API Null Reference Error on Items Property

/api/cart · 50 occurrences

high confidence

run ▶

View →

Generating report...

The `/api/products` route is timing out because the `apiFetch` helper function (introduced in commit `ef7ea7e` on 2026-05-11) doesn't configure a timeout for fetch calls to the upstream `demo-store-api`. When the upstream API is slow or unresponsive, the fetch hangs indefinitely until Vercel's 10-second `maxDuration` limit terminates the route handler with a 504 error. This affects all API routes using `apiFetch` (`products`, `checkout`, `search`, `health`).

ROOT CAUSE FILE `lib/api-fetch.ts`

ROOT CAUSE FN `apiFetch:8`

The fetch call lacks a timeout configuration. When the upstream API (`demo-store-api`) is slow or unresponsive, the fetch waits indefinitely until hitting the Vercel `maxDuration` limit of 10 seconds, causing a 504 timeout error.

AFFECTED `lib/api-fetch.ts, app/api/products/route.ts, app/api/checkout/route.ts`



- INVESTIGATE ✓
- REACH
- IMPACT
- EFFORT
- CONFIDENCE
- SCORE

INVESTIGATE ✓ complete

Good, so `apiFetch` is used in: `- app/api/checkout/route.ts`

▶ Reading `health/route.ts`

Now I have a complete picture. All these routes use `apiFetch` without any timeout configured. The issue is that:

▶ `git log --all --pretty=format:'{"hash": "%H", "message": "%s", "date": "%a1"}' -5 | j`

The brace expansion failed. Let me try a different approach.

▶ `git log --all --pretty=format: "%H| %s| %a1" -5`

Perfect. Now I have all the information I need to create the JSON report. Let me compile it:

Generating report...

The `/api/products` route is timing out because the `apiFetch` helper function (introduced in commit `e77aa7e` on 2026-05-11) doesn't configure a timeout for fetch calls to the upstream `demo-store-api`. When the upstream API is slow or unresponsive, the fetch hangs indefinitely until Vercel's 10-second `maxDuration` limit terminates the route handler with a 504 error. This affects all API routes using `apiFetch` (`products`, `checkout`, `search`, `health`).

ROOT CAUSE FILE `lib/api-fetch.ts`

ROOT CAUSE FN `apiFetch:8`

The fetch call lacks a timeout configuration. When the upstream API (`demo-store-api`) is slow or unresponsive, the fetch waits indefinitely until hitting the Vercel `maxDuration` limit of 10 seconds, causing a 504 timeout error.

AFFECTED `lib/api-fetch.ts`, `app/api/products/route.ts`, `app/api/checkout/route.ts`



Investigate complete

API Products Endpoint Timeout - 504 Error

150 occurrences · /api/products · investigated in 37s

REACH

7 / 10

100-1,000 errors ·
tier 3 of 4

High error volume — a significant portion of users are impacted.

IMPACT

10 / 10

highest area:
CONVERSION_BLOCKER

The 504 timeout error affects /api/checkout route (confirmed in affected_files), which is wired up to the Checkout button per commit 7a9723460, directly preventing users from completing purchases.

CONFIDENCE

6 / 10

medium tier

The root cause (missing timeout in apiFetch) is correctly identified, but the proposed fix is defensive—it adds timeout handling to protect against upstream demo-store-api slowness rather than resolving why demo-store-api is slow in the first place.

EFFORT

3 / 10

small-be-fix,
involves-vendor

Adding timeout configuration to the fetch call in lib/api-fetch.ts:8 is a small backend fix confined to one file, but involves-vendor applies because the root cause is demo-store-api slowness and the fix is defensive (wrapping external service failure with timeout protection rather than resolving the upstream performance issue).



Triaged

7 scored · ranked by RICE

400.00

Orders API: Missing Product Reference Error

/api/orders · 50 occurrences

high confidence

run ↗

View →

400.00

Checkout API: Negative Order Total Calculation Error

/api/checkout · 50 occurrences

high confidence

run ↗

View →

240.00

Edge API JSON Parsing Failure

/api/edge · 50 occurrences

high confidence

run ↗

View →

140.00

API Products Endpoint Timeout - 504 Error

/api/products · 150 occurrences

medium confidence

run ↗

View →

60.00

API Search Service Experiencing Critical Failures

/api/search · 50 occurrences

low confidence

run ↗

View →

48.00

Health Check Endpoint Returning Server Error

/api/health · 50 occurrences

medium confidence

run ↗

View →

40.00

Cart API Null Reference Error on Items Property

/api/cart · 50 occurrences

high confidence

run ↗

View →

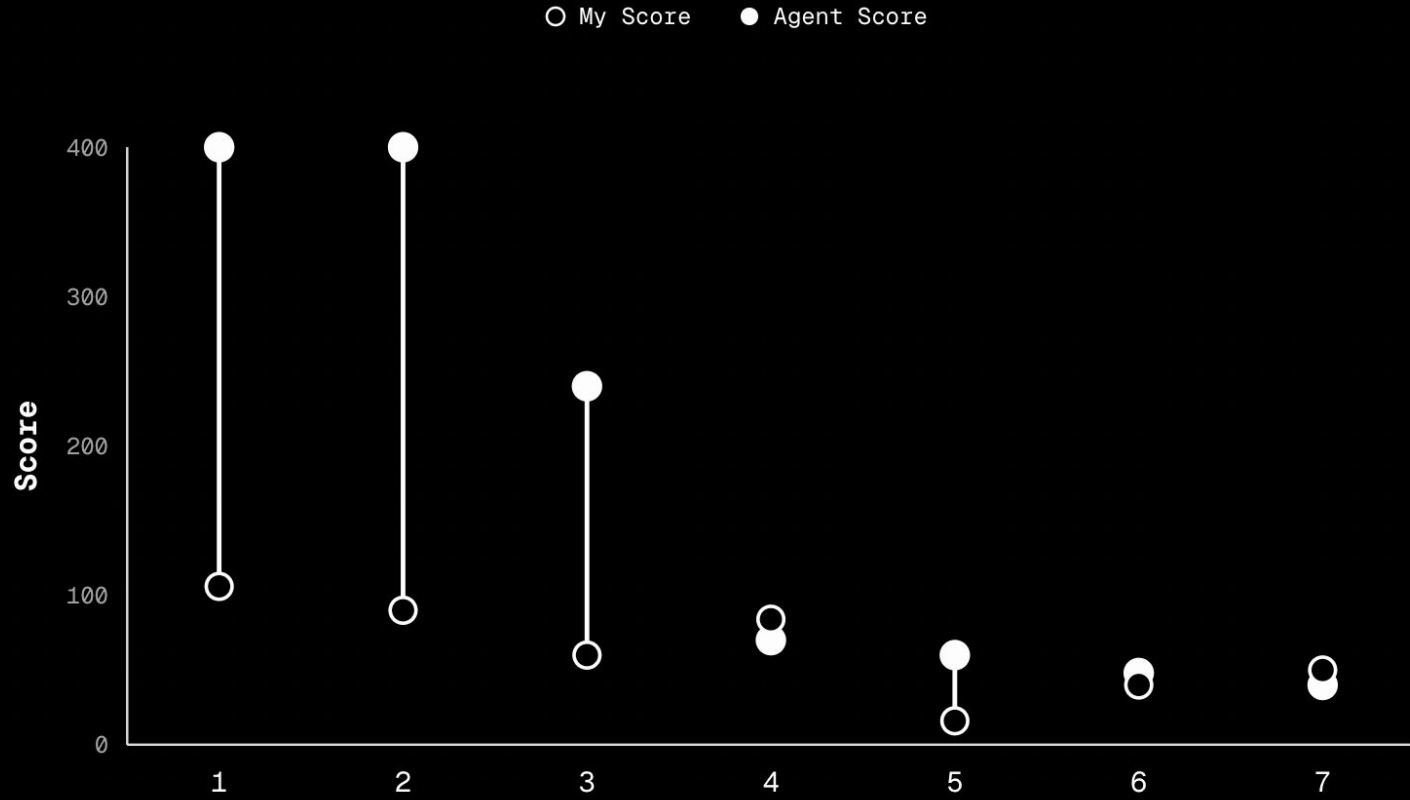


MY SCORE

AGENT

Orders: Missing Product	①	-----	①	Orders: Missing Product	-
Checkout: Negative Total	②	-----	②	Checkout: Negative Total	-
API Products Timeout	③	- - - - -	③	Edge API JSON Failure	↑1
Edge API JSON Failure	④	- - - - -	④	API Products Timeout	↓1
Cart: Null Reference	⑤	- - - - -	⑤	Search API Failure	↑2
Health Check Failure	⑥	-----	⑥	Health Check Failure	-
Search API Failure	⑦	- - - - -	⑦	Cart: Null Reference	↓2

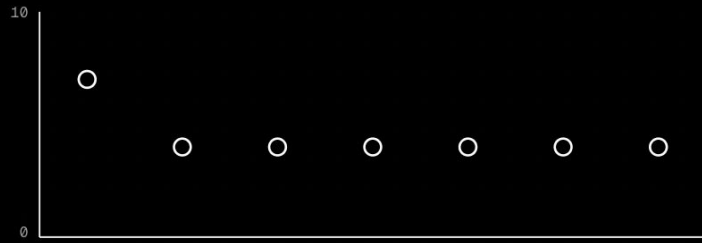




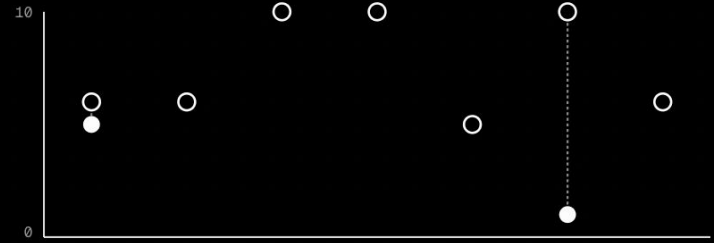
○ My Score ● Agent Score

dt

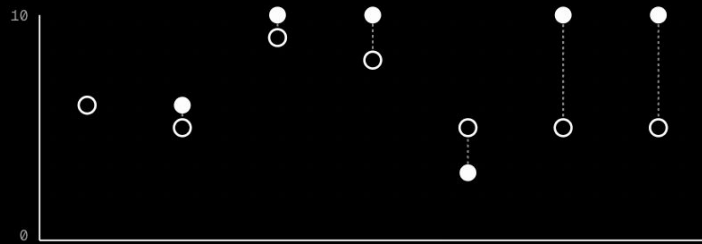
Reach



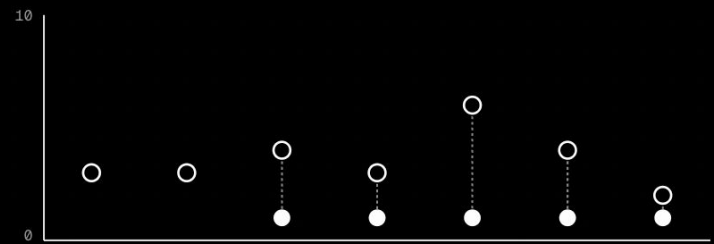
Impact



Confidence



Effort



Agents are
inherently arrogant

high confidence

low effort



Don't blind your Sub-Agents

CONTEXT 1

"The payment failed"

CONTEXT 2

"The user is in a test environment"

IMPACT AGENT

classification

CONVERSION_BLOCKER

impact

10 /10



Constrain your Agents Outputs

"page won't load on mobile"

CONVERSION_BLOCKER

10

"missing cookie consent banner"

LEGAL_ISSUE

8

"price shows wrong currency"

CONVERSION_INACCURACY

8

"size filter doesn't clear"

PDP_FUNCTIONALITY

6



Agents need
room to run



Friday 14:00 – 15:00

~~Error Backlog Review~~ CANCELLED

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You & 5 others

6 people



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Engineering · Recurring every 2 weeks

This event has been cancelled by the organiser.



Friday 14:00 – 15:00

Error Backlog Review

Fortnightly triage of the error backlog. Come prepared with your top items scored and ready to discuss.



You & 5 others

6 people



On your Google Calendar

Engineering · Recurring every 2 weeks

RSVP

Yes

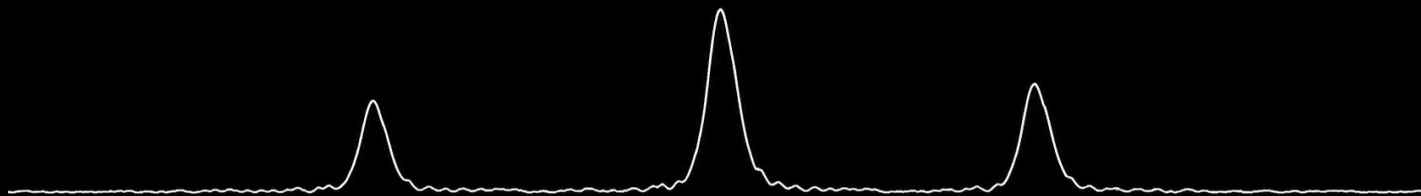
No

Maybe





Agentic *focus* + human *confirmation*





Thank you

